Grants.gov Contact Center Call-In Option Update

Call-In Menu Option and IVR Script Change

Effective July 28, 2008.

Contact Center Integrated Voice Recognition (IVR) Script Change

Effective July 28th, the Grants.gov Contact Center Integrated Voice Recognition (IVR) Script otherwise known as the call-in option menu will be updated. Our Contact Center is constantly thinking of ways to improve the overall customer experience. We understand that being placed on hold or transferred between multiple operators can be a frustrating experience, for this reason we have updated the call-in options to better direct your call.

The new IVR script and call-in menu options ensure that your call is sent directly to the proper customer care operator for immediate assistance when you need it most. The new menu options are more concise and allow you to pick the option that best suits your immediate need. The new call-in menu options were developped to meet the growing customer care demands created by a record increase in callers. The new call-in menu options will allow the Contact Center to maintain its exceptional service and and reputation of offering undivided attention to each customer, while still meeting the demand of increased call volume.

Current Call-In Menu Options

The current call in menu options were effective in meeting the demands of a previously smaller call volume. There are three menu options which met the needs of the callers before the significant increase in customer calls.

Until July 28th, when you call into the Contact Center you will hear the Grants.gov customary greeting, followed by the individual financial assistance message (recording that lets you know Grants.gov does not offer personal financial assistance), and three call-in menu options.

Currently, the first call-in option is for calls for regarding the National Institute for Health (NIH). Call-in option number two is for inquiries regarding Grants.gov registration and application submission status. The third call-in option is designed to handle general inquiries and questions about how to use the website and system **(see Figure 1)**.

New Call-In Menu Options

The call volume received by the Contact Center has increased considerably in recent months; therefore the call-in menu options needed to be more precise to help get calls answered and handled more quickly.

The call-in menu options have been sub-divided **(see Figure 2)** to offer you more choices and offer higher accuracy during your search for information and eliminate the redundancy of listening to pre-recorded messages you have already heard. With the new script and call-in menu options you will still be greeted by a customary Grants.gov greeting; however

the first call-in option is now divided into two parts, Individual financial assistance message and general questions.

If you are a new caller to the Grants.gov Contact Center, call-in option number one is probably the best fit for you. The new call-in option number one gives you the option to listen to the financial assistance message and also addresses new caller and general inquiry caller needs right away; instead of having you wade through all the menu item prompts on your first call.
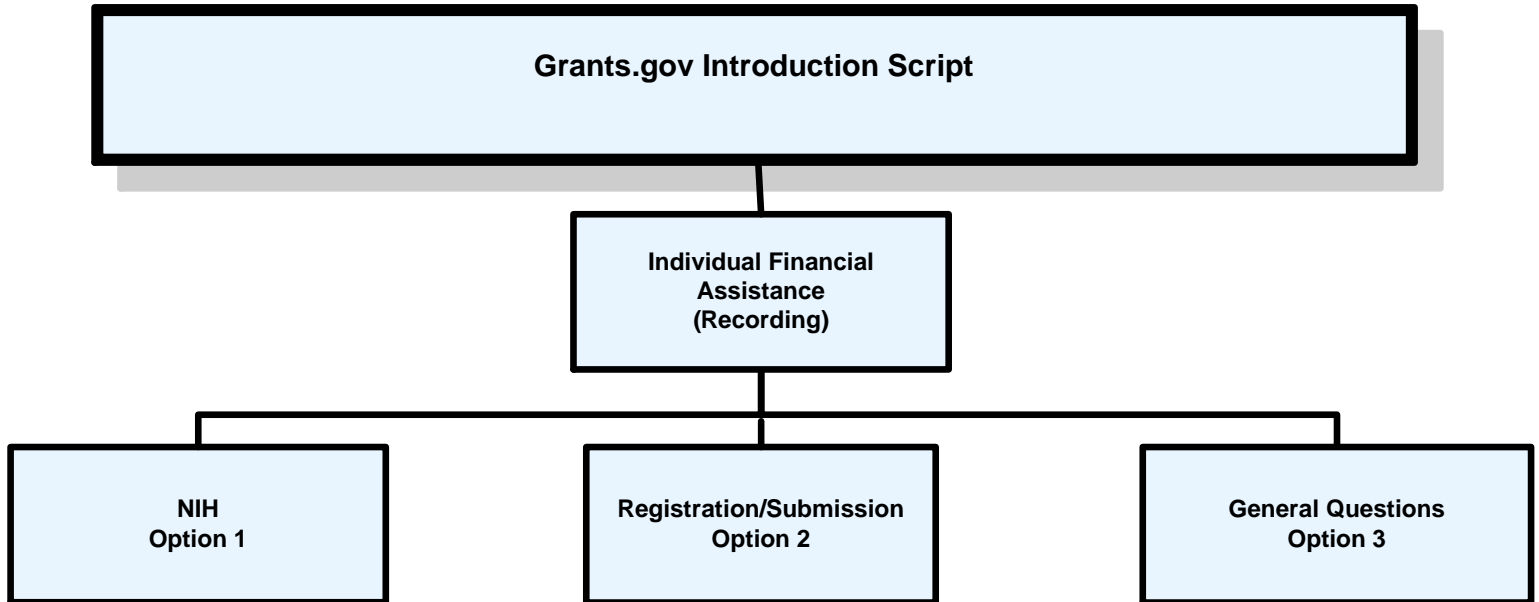
Option two is devoted to NIH callers, and now allows you to skip the financial assistance recording and get right to the resources and information you are calling to hear. NIH callers are a special centralized group of callers with very unique needs in comparison to other agency callers; therefore their calls will be directly routed to a NIH specialized Customer Care Operator.

Call-in Menu Option three is now devoted to "All Other Questions" including registration and submission questions. The new menu option three now allows callers to avoid relistening to the financial assistance message, callers calling for registration and submission type questions are generally seasoned users of the website and Contact Center; so they are already familiar with the financial assistance message. The new option number three allows for more direct access to customer care operator than the previous call-in menu options offered.

Remember: you can always e-mail your questions to us at www.support@grants.gov.

Grants.gov Contact Center
Call-In Option Update

Figure 1: Current Call-In Option/ IVR Plan

Grants.gov Introduction Script

Individual Financial
Assistance
(Recording)

NIH
Option 1

Registration/Submission
Option 2

General Questions
Option 3

Figure 2: New Call-In Option/ IVR Plan

INTRO SCRIPT

Individual Financial Assistance, Press 1. General Questions, Press 2

NIH

All Other Questions

Individual Financial Assistance Message Option 1

General Questions Option 2

Transfer to Cleared CSR

Transfer to Cleared CSR

Transfer to Cleared OR Non-Cleared CSR

Transfer to Cleared OR Non-Cleared CSR